

## **TRANSCO NETWORK CODE MODIFICATION PROPOSAL No. 0566**

"Release of the Supplier ID to the Incumbent User upon Objection being raised to a Supply Point Confirmation"  
Version 1.0

**Date:** 12/07/2002

**Proposed Implementation Date:**

**Urgency:** Non-Urgent

### **Justification**

The current provision within the Network Code Agreement allows for the Existing Registered User to raise an objection to the Proposing User's confirmation. When the Existing Registered User submits an objection they are required to declare their identity within the Objection. However, Transco will not reject the Supply Point Objection if the identity is not given. Presently the identification refers to the Shipper ID and not the Supplier ID and it may therefore not always be apparent the Supplier involved.

If the identification of the Shipper/Supplier is not included within the Objection, delays can occur while this information is requested from the Transco information service. Whilst the Proposing User will make the customer aware that an Objection has been raised to the transfer, they may be unable to provide the customer with the identity their current Supplier. A customer may be unaware of who their current Supplier is if there has been a change of tenancy and therefore they may experience further delays and inconvenience whilst they attempt to identify the Supplier involved.

In an effort to improve the customer transfer process, the inclusion of the Supplier ID within the objection file will allow the Proposing User to identify the party who has raised the Objection and allow communication to commence at an earlier stage between all parties in an effort to resolve the objection.

### **Nature of Proposal**

Modification to the Network Code Agreement to require the Supplier ID to be included within all Supply Point Objections as a mandatory field. It is intended that the omission of this identifier would result in the Objection being rejected by Transco.

### **Purpose of Proposal**

The purpose of this Modification Proposal will serve to benefit the transfer of Supply Points by allowing the early identification of the existing Supplier. This will allow dialogue to commence at an earlier stage between all parties in the event of an objection being raised to a Supply Point Confirmation.

### **Consequence of not making this change**

Delays may continue to be experienced in the resolution of objections due the Proposing User being unable to identify the existing Supplier. Customers who are unaware of who their current Supplier is, will be required to contact Transco Customer Contact Centre in an effort to ascertain the identity of their current Supplier. Valuable time may be lost and may result in a delay in the transfer of their Supply Point if they are unable to contact their Supplier in an effort to resolve the reason for the objection being raised. In addition, Transco are being used to provide Supplier information to the customer, thus giving the customer two contact points and resulting in additional work for Transco.

### **Area of Network Code Concerned**

Network Code Section G2

### **Proposer's Representative**

Marie Clark (Scottish Power)

### **Proposer**

Angela Love (Scottish Power)

### **Signature**

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